

Vision

Live Well San Diego: A region that is Building Better Health, Living Safely and Thriving

Mission

To efficiently provide public services that build strong and sustainable communities

Values

Integrity, Stewardship and Commitment



Information about Edgemoor DP SNF is available on www.medicare.gov/NHcompare.asp

Edgemoor has been given the highest award for quality, five stars, by the Centers for Medicare and Medicaid Services. Edgemoor DP SNF is the proud recipient of the American Health Care Association National Quality Silver and Bronze Awards for our quality improvement efforts.



**County of San Diego HHSA
Inpatient Health Services
Edgemoor DP SNF**

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Santee, California 92071

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[Http://www.sdcounty.ca.gov/hhsa/programs/bh/s/inpatient_health_services_edgemoor/](http://www.sdcounty.ca.gov/hhsa/programs/bh/s/inpatient_health_services_edgemoor/)

8/2016



Visitor Guidelines

EDGEMOOR

DP SNF

Visitor Guidelines

YOUR SAFETY IS OUR PRIORITY

This is a medical facility where we care for people who have serious illnesses and need assistance and supervision to keep them safe and healthy. Visitors are important to residents here but need to exercise caution to make the experience pleasant for everyone.

Be prepared for the unexpected. You may encounter individuals who are not fully dressed, who have antisocial behaviors, who say things that are offensive or who reach out to grab you as you pass. Some have head injuries or serious mental illnesses which affect how they behave. You can't tell by looking at residents who they are and what they are capable of--let the nursing staff be your guide on how you approach residents in the facility.

YOUR RESPONSIBILITIES AS A VISITOR

- Visitors are required to sign in at the Command Center and also at the nursing station in the visiting neighborhood. Visit only the resident you know; do not roam the facility.
- Visitors should wash their hands when they enter the building, not visit when sick and cover their cough when necessary, to prevent infections spreading to or from our residents.
- The facility reserves the right to refuse or limit visitation if there are concerns about the safety of visitors, residents or staff. Visitors will be asked to leave if they appear to be under the influence of alcohol or drugs, are belligerent or are verbally or physically threatening toward staff or residents.
- The resident must accept the visitation.
- Keep alert at all times.
- Weapons and other contraband must be kept off the grounds.
- Keep children within arm's length at all times while in the facility.
- Use visitor's bathrooms not resident bathrooms.

- Outside medications are not allowed unless approved by the physician.
- Valuables should be kept secured and with you at all times or better yet, leave them at home.
- Edgemoor is a smoke-free facility and smoking is not permitted in the building or on our grounds.
- The facility reserves the right to inspect bags or packages.
- Do not give any items to residents without discussing this with the nurse. Ask the staff **BEFORE** you buy or bring something. Many simple things like matches or lighters, food items, alcohol-containing products, electronic items, air fresheners, glass items or holiday decorations are restricted. The nursing staff can help you to choose what to bring.
- Any valuables or cash/checks should be checked into the safe in the Cashiers Office during posted business hours.
- All electrical devices for the resident's use must be checked in and approved before leaving the device here.
- Please don't leave food unattended or in resident rooms. We can store items in the refrigerator (signed, dated, labeled) or cupboard.
- Do not approach residents you do not know; smiling, waving and greeting is OK.
- If you see an incident, try to avoid staring or passing by to protect the residents' privacy and to assure you are out of danger.
- Please notify the nursing staff if the resident is leaving with you to complete the necessary paperwork and assure the highest level of safety.
- Report anything unusual you see to the nurse as soon as possible.
- Although visits can occur 24/7, during the time period of 9 pm until 8 am, visits should occur in the lobby of the facility and not in resident neighborhoods or rooms unless exceptions are made.

*Enjoy your visit here at
Edgemoor and please let us know
if we can be of assistance to you.*